

Mental Health Notes

10/20/16

Attendees

- Central Office: Sue Wherry, ~~Michelle Buskey, Seth Schreiber,~~
- Region 1: Holly Morganstean, ~~Mary Payton, Holly Bonwell~~
- Region 2: ~~Joyce Lyons,~~ Jennifer Chaffee
- Region 3: Sherri Edwards, ~~Trisha Hammond, Heather Taylor~~
- Region 4: ~~Jennifer Burlage,~~ Julie Matta, Teresa Shackelford, ~~Ellie Merriek,~~
- Region 5: Sally Bryan, Pam Shropshire, ~~Scott Rasmussen,~~
- Region 6: Michelle Osmond, Cindy Wilson, Paula Miller
- Region 7: Randy Rodriguez, Danielle Stohl
- Hub Admin: ~~Tracey Sessions, Gina Westcott, Todd Hurt~~

LanDesk entries for MH

HIPPA violations-The WITS Help Desk has received multiple LanDesk tickets that contain client confidential information (such a client names). When Regional staff accesses the infonet and enter a "Security Request" and include client confidential information, it is a potential HIPPA violation because multiple staff outside the Division of Behavioral Health are able to view the information. Please remind your regional staff that when they need assistance with a client record in WITS, they should always contact their RWA or call the WITS Help Desk directly. Regional staff should never create a LanDesk ticket for assistance with a client record in WITS.

Non-Episode Contact Note Enhancement: Please VOTE

The WITS Help Desk received an enhancement request from Region 5: Non-episode contact notes-Adding a note summary much like you see in the misc. notes would be helpful. Justification: Clients seeking information are entered on the Anonymous Client when we do not have enough information to create a client profile. Having the summary line is helpful when looking on the list screen to see if this person has contacted us before. Cruelty the clinicians enter the name of the person on the summary line. Pending the results of a vote from this group, this item may add this to the Wish List. Please let us know if you are in favor or against this change (and why).

R1-
R2-
R3-
R4-
R5-
R6-
R7-

Appointment Reminders

Region 6 has been selected to pilot the Appointment Reminder Program. This program was recommended as a way to improve compliance with prescriber appointments. To evaluate the outcome of implementing this program we need to collect data starting now, prior to implementation, and at periodic intervals after the program is implemented. During the pilot, will only be utilizing the 1-800-Notify program for Prescriber appointments, however; in the future we will have the option of adding other types of reminders.

- If your Office does NOT use the scheduler in WITS, but has current reports of Compliance with appointments or No-show reports, please send us a copy to use as a base line prior to implementing the appointment reminder program. Please be sure to include the appointment status (i.e. appointment kept, no show, rescheduled....). This allows us the accessibility to collect data for monitoring and tracking the impact of the reminder program and provides the required formatting for the data pull reports.
- If you are using the Scheduler in WITS, we will be able to pull a report from SSRS.

The reports have been built in SSRS for the "Data Pull" and we will be working with the contact staff in each location

(field office) on the process for pulling the reports and uploading the information to the vendor. It is important to note that the Data Pull is created with a very specific Format. If the report elements or formatting are edited or altered, the report will NOT upload to the Vendors database. Please do NOT Edit the reports in SSRS. If you have any questions, please contact Sue at the WITS Help Desk.

Dispensary Script for Partial orders: **Please VOTE**

FEI will be running a script to 'clean-up' the partial orders in the dispensary for all Regions. We need to provide FEI with a cut-off date for the script. Please ask nursing staff for their input regarding this item. This script will only impact "Partially filled Orders" with status of 'pending' in dispensary. For example, if we give FEI a cutoff date of 1/1/16, all dispensary orders created prior to 1/1/16 with a status of partially filled would be deleted from the database.

User: Wherry, Sue | Location: IDHW, DBH, Region 4, Boise | SSRS Reports | Snapshot

[Home Page](#)
[Agency Contacts](#)
[Agency](#)
[Dispensary](#)
[Administer Inventory](#)
[Manage Inventory](#)
[Group List](#)
[Clinical Dashboard](#)
[Client List](#)
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Administer Inventory Search

Client First Name

Client Last Name

Unique Client Number

Prescriber Name

Rx Number

Status: Pending

Drug/Strength

Date Filled

Date Prescribed: <9/19/16

Clear

Go

| Actions | Client Name | Unique Client # | Rx Number | DOB | Drug/Strength | # Ordered | # Admin | # of Auth, Refills | # of Refills Remaining | Pres. Exp. | Presc. Date | Prescriber | Status |
|---------|-------------|-----------------|-----------|------------|---------------------------|-----------|---------|--------------------|------------------------|------------|-------------|-----------------------|---------|
| | | 10403189615605N | 970 | 4/3/1988 | Thorazine 200mg | 30.00 | | 0 | 0 | Yes | 10/6/2009 | Estless, Michael, MD | Pending |
| | | 10619182767813I | 965 | 8/19/1982 | Abilify 20mg | 28.00 | | 0 | 0 | Yes | 10/6/2009 | Eliason, Scott A., MD | Pending |
| | | 10403189615605N | 972 | 4/3/1988 | Thorazine 100mg | 30.00 | | 0 | 0 | Yes | 10/6/2009 | Estless, Michael, MD | Pending |
| | | 10403189615605N | 973 | 4/3/1988 | Artane 5mg | 60.00 | | 0 | 0 | Yes | 10/6/2009 | Estless, Michael, MD | Pending |
| | | 11028166227701L | 1028 | 10/28/1966 | Haldol Decanoate 100mg/ml | 1.00 | | 0 | 0 | Yes | 10/6/2009 | Eliason, Scott A., MD | Pending |
| | | 10403189615605N | 969 | 4/3/1988 | Inderal 20mg | 60.00 | | 0 | 0 | Yes | 10/6/2009 | Estless, Michael, MD | Pending |
| | | 10403189615605N | 966 | 4/3/1988 | Seroquel Tabs 300mg | 60.00 | | 0 | 0 | Yes | 10/6/2009 | Estless, Michael, MD | Pending |
| | | 10403189615605N | 967 | 4/3/1988 | Celexa Tabs 40mg | 30.00 | | 0 | 0 | Yes | 10/6/2009 | Estless, Michael, MD | Pending |
| | | 21209177092001N | 932 | 12/9/1977 | Benzotropine 1mg | 56.00 | | 0 | 0 | Yes | 10/6/2009 | Eliason, Scott A., MD | Pending |

Please enter the cut-off date for "Partially filled Orders" in your Region. The date will be the same for all regions, so Once I have received the information we will go with the 'Majority' on this item.

- R1-
- R2-
- R3-
- R4- Sept. 19, 2016
- R5- July 1, 2016
- R6-
- R7-

Vouchers

Update to Printed Vouchers

A couple of Regions have requested changes to the printed voucher in WITS. Three separate suggestions were reviewed on the call, and it was determined that a focus group will be formed to discuss the changes (including Lynn Richter).

End date of Voucher

Currently when an Intake is closed, the end date of a voucher is updated to the case closed date. The WITS Help Desk has received a proposal to change this functionality. For example: a voucher was created for a client for the dates of June 1, 2016 to December 31, 2016. The case was closed on September 15, 2016. The originally printed voucher still

shows the dates of June 1, 2016 to December 31, 2016, however in WITS the Voucher end is now September 15, 2016. If you attempt to reprint the voucher it shows the end date as the date closed. After a discussion clarifying the concerns and potential problems the information has been given to management staff in Central office. Information regarding any changes will be provided at a later date.

New Services for Vouchers – We have recently updated some Services for Vouchers in WITS as requested for respite services including; Pre-Placement Services, Treatment foster care and Level III Specialized Foster Care. All requests for new services for vouchers will be reviewed by Jamie Teeter.

What do you want to see on the Public Mental Health Dashboard?

The Data Team has asked for feedback from the Regions with regards to the information they would like to see on the “Public Mental Health Dashboard”. If you have any requests you can send them to the WITS Helpdesk or Robert Willingham (Data Team Supervisor).

Waiting for Branch releases on 18.13 and 18.14

There are critical issues in the 18.13 and 18.14 releases that need to be resolved. As soon as the Branch release has been cut by FEI we will update the training site and begin Testing these releases at the same time.

MH Assessment Page and Risk Assessment Link: Please VOTE

While running our testing cycle this past month in WITS, we realized that when you click the Risk Assessment link on the MH assessment page in WITS, it redirects you to the Misc. Note List screen. We confirmed with FEI that this is the correct functionality. Users are redirected to a misc. note for the purpose of marking a client’s record with a Risk Alert. It was noted on today’s call there is currently an enhancement proposal for moving the ‘Alert’ designation to a Non-Episode Contact note instead of a Misc. Note. It was suggested that we remove the Link or rename it. (Please provide your feedback).

Fee Determination

Last week I received a request to add “Foster Care” as a new option in WITS for the reason a client refused to sign a fee determination. All requests for new values or for modifications to the values in WITS for the reason a client refused to sign a fee determination must be sent to the Policy Unit for approval or Denial.

The response for the request to add “Foster Care” is as follows: “It doesn’t appear they are exempt. IDAPA 16.07.37 (Children’s Mental Health Services) states that parents are responsible to reimburse the Department for the cost of services when the child is in Alternate Care (Section 536). Foster care is included in the definition of Alternate Care”.

In accordance with the response from the Policy Unit, the value will not be added to WITS.

Future Mental Health Calls

Beginning in November we will be conducting the MH Update call via Webinars. This is a little bit different program than GoToMeeting and requires each User to ‘register’ prior to the call. We will be sending notifications for the upcoming meetings in the near future. Please make sure to register for the meeting in advance to insure you will be able to log in the day of the call.

Other

Please email your comments or Questions to the following:

Sue Wherry (Meeting Host) – Wherrys@dhw.idaho.gov

Michelle Buskey (WITS Supervisor) – BuskeyM@dhw.idaho.gov

Seth Schreiber (Automation Program Manager) – SchreibS@dhw.idaho.gov

WITS Helpdesk - DBHWITSHD@dhw.idaho.gov

